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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/405,335	09/24/1999	MUSA HANHAN	P3313CIP	9400

24739 7590 03/21/2003

CENTRAL COAST PATENT AGENCY
PO BOX 187
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EXAMINER

LUU, LE HIEN

ART UNIT	PAPER NUMBER
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2141

DATE MAILED: 03/21/2003

25

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/405,335

Applicant(s)

HANHAN

Examiner

Le H Luu

Art Unit

2141

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 13 January 2003.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1,2,4-7 and 9-12 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-2, 4-7, and 9-12 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on _____ is: a) ☐ approved b) ☐ disapproved by the Examiner.
If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
* See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892) 4) ☐ Interview Summary (PTO-413) Paper No(s). _____
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948) 5) ☐ Notice of Informal Patent Application (PTO-152)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) _____. 6) ☐ Other: _____

1. Claims 1-2, 4-7, and 9-12 are presented for examination.
2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. Claims 1-2, 4-7, and 9-12 are rejected under 35 U.S.C. § 103 (a) as being unpatentable over **Kikinis** patent no. **5,727,159**, and further in view of **Banerjee et al. (Banerjee)** patent no. **6,292,181**.

4. Kikinis and Banerjee were cited as prior art in the last office action.

5. As to claim 1, Kikinis teaches the invention as claimed, including a communication center having agent workstations, a system for enabling a remote agent, using a light computerized device having insufficient power to operate as an agent with full access to data and software tools of the communication center (figure 2), the system comprising:

a proxy server executing a software suite (Proxy server 19, figure 2);

a local area network (LAN) connecting the proxy server, the server and the data and software tools of the communication center (col. 4 lines 29-34, and col. 5 lines 53-61); and

a two way data link between the proxy server and the light computerized device used by the remote agent (col. 5 lines 34-52);

characterized in that the proxy server, by the software suite, upon establishing a connection over the second data link, ascertains hardware and software characteristics of the light computerized device, establishes a connection to a server at the communication center over the LAN at direction of the light computerized device, accesses data and operates software from the server at the communication center, via the LAN, on behalf of and according to direction from the light computerized device, transforms the data and results of the software operations into a form useable by the light device, and transmits the transformed information to the light computerized device via the two way data link (col. 4 lines 15-64, col. 5 line 62 - col. 6 line 36, col. 7 line 57 - col. 8 line 4).

However, Kikinis does not explicitly teach said server is a workstation, nor teach the light computerized device has full access to all data systems and is capable of operating all software available at the communication center.

Official Notice is taken that a workstation operates as a server is well known (Schutzman, patent no. 5,627,764, col. 3 line 33 - col. 4 line 5).

Banerjee teaches using a mobile data processing device (MDPD) as an intelligent interface to a desktop computer to allow user of the MDPD to access databases or any resource and control execution of any program such as Windows and Windows applications on host computer (Abstract; col. 3 line 33 - col. 4 line 19).

It would have been obvious to one of ordinary skill in the Data Processing art at the time of the invention to combine the well known teachings with the teachings of Banerjee and Kikinis use a workstation to provide server functions and allow the light computerized device to have full access to all data and software at the communication center because it would reduce cost compare to the cost of using a mainframe and allow mobile user to access and control host resources regardless of location.

6. As to claim 2, Kikinis teaches said light computerized device is one of a hand held computer, a personal digital assistant, a portable laptop computer, and a cell telephone (col. 4 lines 35-64).

7. As to claim 4, Kikinis teaches the two way data link is one of a dial up telephone connection, a wireless connection or a data packet connection via the Internet (col. 5 lines 44-52).

8. As to claim 5, Kikinis teaches the proxy server and the light computerized device execute an instance of a Nano browser enabling Internet Protocol communication over the second data link (col. 7 lines 1-12).

9. As to claim 12, Kikinis and Banerjee teach the LAN has access to an outside wide area network (WAN), via the proxy server, at a remote call center, and the lite computer device connects to and operates software and access data at the remote call centers via a workstation as discussed above. In addition, Kikinis teaches other variations within the scope of the invention include hardware variations (col. 14 lines 7-14). Therefore, It would have been obvious to one of ordinary skill in the Data Processing art at the time of the invention to apply Kikinis's teachings to use the lite computer device to connect to and operate software and access data of at least one of the plurality of remote call centers via a workstation at one of the plurality of call centers.

10. Claims 6-7 and 9-11, have similar limitations as claims 1-2, 4-5, and 12; therefore, they are rejected under the same rationale.

11. In the remarks, applicant argued in substance that

(A) Applicant traverses Examiner's taken the Official Notice and requested prior art to be presented.

As to point (A), Examiner has provided Schutzman et al. (Schutzman) patent no. 5,627,764 per requested by applicant to show that workstation operates as a server is well known (Schutzman, col. 3 line 33 – col. 4 line 5).

(B) Prior art does not teach applicant's claimed limitation of operating all software available at the communication center from the workstation on behalf of and according to direction from the light computerized device.

As to point (B), Kikinis teaches a user uses a hand-held computer to remotely access data and capability of remotely executing a host of routines stored in a server. In addition to WEB browsing capability, Kikinis also teaches a variety of Groupware functions are supported where the hand-held computer can access variable data such as appointment schedules for employees. Inherently, software resides in the server is operating in order to response to the hand-held computer's command (col. 4 lines 15-64, col. 5 line 62 - col. 6 line 36, col. 7 line 57 - col. 8 line 4). However, Kikinis does not explicitly teach said server is a workstation, nor teach the light computerized device has full access to all software available at the communication center.

Official Notice is taken that a workstation operates as a server is well known (Schutzman, patent no. 5,627,764, col. 3 line 33 - col. 4 line 5).

Banerjee teaches using a mobile data processing device (MDPD) as an intelligent interface to a desktop computer to allow user of the MDPD to access databases or any resource and control execution of any program such as Windows and Windows applications on host computer (Abstract; col. 3 line 33 - col. 4 line 19).

It would have been obvious to one of ordinary skill in the Data Processing art at the time of the invention to combine the well known teachings with the teachings of Banerjee and Kikinis use a workstation to provide server functions and allow the light computerized device to have full access to all data and software at the communication center because it would reduce cost compare to the cost of using a mainframe and allow mobile user to access and control host resources regardless of location. The teachings discussed above read on accessing data and all operating software from the workstation at the communication center on behalf of and according to direction from the light computerized device.

12. Applicant's arguments filed on 01/13/2003 have been fully considered but they are not deemed to be persuasive.

13. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Le H. Luu, whose telephone number is (703) 305-9650. The examiner can normally be reached Monday through Friday from 7:00 AM to 4:30 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Mark Rinehart, can be reached at (703) 305-4815. The fax phone number for the organization where this application or proceeding is assigned is (703) 746-7239.

Any inquiry of a general nature of relating to the status of this application should be directed to the Group receptionist whose telephone number is (703) 305-9600.

Any response to this action should be mailed to:

Commissioner of Patents and Trademarks
Washington, D.C. 20231

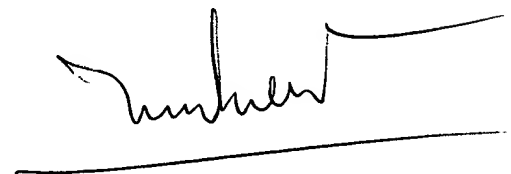
or faxed to:

(703) 746-7239, (for formal communications; please mark
"EXPEDITED PROCEDURE").

Or:

(703) 746-7240 (for informal or draft communications, please label
"PROPOSED" or "DRAFT").

Hand-delivered responses should be brought to Crystal Park II, 2121 Crystal Drive, Arlington, VA., Sixth Floor (Receptionist).

A handwritten signature in black ink, appearing to read 'LeHien Luu', is written over a horizontal line.

LEHIEN LUU
PRIMARY EXAMINER

March 19, 2003